

Substitute for form 1449 A & B/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				<i>Complete if Known</i>	
				Application Number	09/981,898
Sheet 1 of 1				Confirmation Number	Not assigned
				Filing Date	November 19, 2001
				First Named Inventor	Tominari NOMURA
				Art Unit	2643
				Examiner Name	Not assigned
				Attorney Docket Number	Q66830

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
		Number	Kind Code ² (if known)		
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. ¹	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation ⁶
		Country Code ³	Number ⁴	Kind Code ⁵ (if known)			
		JP	2616673		03/11/1997		English Abstract
		JP	10-173774		06/26/1998		English Abstract

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city, and/or country where published.	Translation ⁶

Examiner Signature	<i>Samuel Nguyen</i>	Date Considered	11/5/04
--------------------	----------------------	-----------------	---------

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov, MPEP 901.04 or in the comment box of this document. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant indicate here if English language Translation is attached.

(use as many sheets as necessary)

~~Secret~~

1

O'

1

Application Number	09/981,898
Confirmation Number	7310
Filing Date	November 19, 2001
First Named Inventor	Tominari NOMURA
Art Unit	2643
Examiner Name	Not assigned
Attorney Docket Number	Q66830

Examiner Initials*	Cite No. ¹	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation ⁶
		Country Code ³	Number ⁴	Kind Code ⁵ (if known)			
GW		JP	H07-28781	A	01-31-1995		No
I		JP	H10-124477	A	05-15-1998		No
		JP	H07-93046	A	04-07-1995		No

RECEIVED

JUL 14 2004

Technology Center 2600

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city, and/or country where published.	Translation ⁶
gm		NTT Customer Systems Department, "Custom, Targeting Improved Service and Increased Operational Efficiency," Business Communications, Japan, Business Communications Company, LTD., October 1, 1995, Vol. 32 No. 10, pages 37-54.	No
		Takuya Yamahira, Yoshiaki Ozawa, Kazuyuki Kawashima, Fumio Sakata, "Network Failure Analysis Expert System EXNETS," NEC Technical Reports, Japan, NEC Cultural Center, LTD., May 15, 1992, Vol. 45, No.4, pages 49-55.	No
		Yasuo Takahashi, Keisire Hara, "Towards an After Service Support System in Order to Improve Customer Satisfaction," Data Processing, Japan, Data Processing Institute, LTD., May 15, 1998, Vol. 39, No. 5, pages 472-475.	No
		Shoji Kogasawara, Seiji Matsuo, Nobuyuki Moribe, Toshinori Uji, Mari Sato, "Structuring a Field Data Feedback System to a Design Department," Institute of Electronic, Information and Communications Engineers Technology Research Reports, Japan, Institute of Electronic Information and Communications Engineers, LTD., September 26, 1997, Vol. 97, No. 280, pages 31-36.	No
		Hidekazu Ueda, "Equipment Maintenance Control System Using a Workstation," Keiso, Japan, Industrial Engineer, April 1, 1994, Vol. 37, No. 4, pages 56-60.	No
		Itsuro Aoki and Katsushige Onodera, "Preventative Maintenance Engineering System for a Thermal Power Station," Hitachi Review, Japan, Hitachi Review Company, December 1, 1993, Vol. 75, No. 12, pages 9-12.	No
W		Tetsuji Oishi, Constructing a Sales/Service Information Network and a Data Warehouse in Home Electronics," Institute of Electrical Engineers Research Association Materials (Industrial Systems Information Research Committee), Japan Institute of Electrical Engineers, LTD., January 30, 1998, Vol. 98-10/22, pages 53-58.	No

Examiner Signature

Date Considered

BEST AVAILABLE COPY

¹ Applicant's unique citation designation number (optional). ²See Kind Codes of USPTO Patent Documents at www.uspto.gov, MPEP 901.04 or in the comment box of this document. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to indicate here if English language Translation is attached.